

DEPARTMENT OF NATURAL RESOURCES AND ENVIRONMENTAL CONTROL

DIVISION OF PARKS AND RECREATION

REQUEST FOR PROPOSAL
CENTRAL RESERVATION SYSTEM AND CALL CENTER

RESPONSES TO VENDOR QUESTIONS

March 30, 2012

QUESTION: Please clarify if a Contract No. is to be inserted in the submission address.

RESPONSE: Yes, please insert the Contract No. in the submission address for the bid proposal.

QUESTION: Please clarify if this is necessary in addition to response Section IV which requires submitting "Audited financial statements, income statements and balance sheets for two consecutive previous years." (Balance Sheet)

RESPONSE: Yes, the Balance Sheet is a required document and is to be submitted with your bid proposal.

QUESTION: Please clarify if there is a bid bond required for responding to this RFP.

RESPONSE: Yes, a bid bond is required for responding to this RFP.

QUESTION: Please clarify what is required to be submitted with the bid in response to this RFP. This required *criminal history check conducted by the Division of Parks & Recreation Office of Business Services*.

1. For a company with various employees that will not be assigned to the project until notice of award, can Provider assume that this information would be provided to DPR upon award?
2. Also, please clarify the seeming discrepancy between Att. 10 indicating DPR performs the check and Addendum 9 (RFP page 81), SOW #7 which states that the provider will perform background checks. (Background Investigation Form)

RESPONSE: In response to No. 1, yes, the information shall be provided to the Division upon award.

In response to No. 2, the Statement of Work No. 7 overrides Attachment 10 Background Investigation Form as this is a Department of Technology and Information (DTI) requirement.

QUESTION: Please clarify what is required to be submitted with the bid in response to this RFP. Is Provider considered the operator of a concession for the purposes of this form? (Credit Check Form)

RESPONSE: Yes, the provider is considered the operator of a concession for the purposes of this form.

QUESTION: Section IV. Required Information (starting on page 11) appears to delineate the contents of bidder's response submission. However, on page 22, Section V. Professional Services RFP Administrative Information, C. Vendor Background, subsections 1 – 7, appear to designate information that is to be included in response. Some of this information is called for in required sections of response and some is not. Please explain if V.C.1-7 is to be included in response, and if so, where in the order listed in IV.

RESPONSE: Yes, V.C.1-7 is to be included in the response to the Request for Proposal and can be a supplement to Section IVA.

QUESTION: Is there a required format for the cost proposal? Please confirm if the cost proposal is to be submitted separately from the technical response.

RESPONSE: The cost proposal should be presented on a calendar year basis with defined and measurable milestones.

QUESTION: Since the current vendor has a contract through December 31, 2012, is your intent to run two simultaneous systems? If not, please explain the type of transition plan anticipated and confirm the go-live date for the new contract.

RESPONSE: The current reservation system will be operational until December 31, 2012. The new reservation system shall begin on November 1, 2012 to accept reservations for the 2013 season. The current system shall not accept reservations for 2013. The 1-800 number will be transferred to the new reservation system in January 2013. The public will be notified accordingly.

QUESTION: Minimum booking window is 10 days for check payments. If check is not received by 10th day, and next day is arrival date (per booking window), there may not be enough time to notify customer/park. Will the minimum booking window be extended for check payments to allow time for processing, confirmation and notification?

RESPONSE: No, the minimum booking window for check payments will not be extended beyond the 10 days.

QUESTION: If customer adds or subtracts a day from their stay, typically considered a "date change", the transaction amount will not remain the same. Please confirm if this will still be considered a "change" per the definition in this section. If not, explain what it is considered.

RESPONSE: Yes.

QUESTION: Customers may not cancel a reservation and rebook the stay for the same dates in order to receive a promotional discount.

1. Please clarify if this applicable to all discounts (Senior, America the Beautiful, etc.) or just “promotional”.
2. Please explain how ‘promotional’ is/will be defined.
3. Will other discounts need to be applied after the initial reservation is made?
Example: customer purchases America the Beautiful pass after making reservation and calls back requesting that fees be adjusted.

RESPONSE: In response to No. 1, yes, it is primarily for promotional discounts.

In response to No. 2, promotional discounts are defined as limited duration offers to increase occupancy in campsites and cottages.

In response to No. 3, the answer is no.

QUESTION: Please explain the time frame allowed for cancellation. For these reservations, is it the same as camping sites or cottages or is it unique?

RESPONSE: The time frame for campsites, cabins and yurts is 30 days and 121 days for cottages.

QUESTION: Does DPR require the vendor system to enforce one-time change rule or can this be enforced operationally by call center staff?

RESPONSE: It would be preferred if the system would enforce the one-time change rule, however it is acceptable for this rule to be enforced operationally by call center staff and administered by park staff in the case of an emergency.

QUESTION: Site Transfers. Please explain how these are different from “site changes”.

RESPONSE: A site transfer involves a move from one comparable site to another (same price). A site change is from one site to another site that is a different rate.

QUESTION: Campers must be at least 18 years old to register for campsites, cabins, camping cabins or yurts and at least 21 years old to register for cottages. Please explain if the call center responsible for verifying this, and if so, explain how DPR anticipates this will be done.

RESPONSE: The call center is responsible for notification of the age limits; the park is responsible for verification.

QUESTION: Are check in/out times for cabins and yurts the same as for camping sites or the same as for cottages, or unique?

RESPONSE: Check in/out times for cabins and yurts are unique

QUESTION: Please explain what type of verification (if any) the call center agents are required to collect related to this requirement. For example, is there a placard/pass number to be collected, or what information (if any) is the caller to provide?

RESPONSE: The call center is responsible for notification of the handicapped accessibility; the park is responsible for verification.

QUESTION: Please clarify if this fee will be charged at the park or by the call center.

RESPONSE: The call center collects the \$2.00 additional camper fee. If a guest is added after the reservation is taken, park staff is responsible for collection.

QUESTION: Please explain if there is a fee involved for additional vehicles. If yes, is the fee collected at park or by the call center?

RESPONSE: No, there is no fee for additional vehicles at the campsite.

QUESTION: Please explain if this fee is purchased or issued via the call center or elsewhere (such as DPR or private concessionaire). What is the vendor system's responsibility related to the ferry/admission ticket?

RESPONSE: The vendor's responsibility related to the ferry/admission ticket includes the hardware, software, reservation system, ticket, reporting and inventory.

QUESTION: What service requirements and/or system provisions must vendor provide for "non-camping parks"? Do these parks have day use, ticket sales or other unique visitor experiences? (Question accepts Fort Delaware as their requirements were clearly outlined.)

RESPONSE: The vendor must provide a timeline for implementation of the Point of Sale system for camping and non-camping parks as specified in Addendum No. 4.

QUESTION: It shall be mandatory for all call center management staff to tour all of the facilities within six (6) months of execution of the contract or within six (6) months of employment at no cost to the Division.

1. In terms of park visitation requirement, please define "Call Center Management" (such as "Call Center Manager").
2. Please clarify if the visit can be divided over the 6 month period or if it must be completed in a single instance.
3. Will DPR provide host(s) or guide(s) and specific goals/action items to be completed during the park tours?

RESPONSE: In response to No. 1, call center management shall include staff that has full-time responsibility at the Call Center that are mutually agreed upon prior to the visitation date by the Division and the vendor.

In response to No. 2, the visitation can take place over a 6 month period.

In response to No. 3, the Division will provide a host or guide and a list of specific goals and/or action items that are to be completed during the park tours.

QUESTION: Please define types of preventive measures that are required.

RESPONSE: The Division shall require an annual onsite inspection of all of the connections, backup support and troubleshooting support training and all other measures that may be determined in future onsite inspections.

QUESTION: Please provide examples of types of “amenities & activities”.

RESPONSE: An example of an amenity includes a pavilion, recreational equipment, picnic area. An example of an activity includes nature programs, boat rental (canoes, kayaks, paddle boats).

QUESTION: Section IV (A) (6), page 11 - Division approved hardware, software and infrastructure for a reservation system.

1. With regard to Division approved hardware, software and infrastructure for a reservation system under the heading, “Minimum Requirements”, please explain what minimum requirements are to be met.
2. Please explain what response bidder is to provide here.
3. Please explain “division approved” related to these parts of the reservation system; how is this approval determined?

RESPONSE: In response to No. 1, the vendor is to utilize industry standards in development of the reservation system for the Division.

In response to No. 2 and 3, please refer to Addendum No. 3 Section A (4) – b.

QUESTION: Attachment 3 requires that exceptions be listed here. Please clarify if it is acceptable to place exceptions in Attachment 3 and reference this attachment in the transmittal letter, or if it is required to list exceptions in both locations of the response.

RESPONSE: Yes, please refer to Attachment 3 for instructions.

QUESTION: Page 6 – Furthermore, the transmittal letter must attest to the fact that no activity related to this proposal contract will take place outside of the United States.

Page 33 – The agent must attest to the fact that no Call Center activity will take place outside of the United States in its transmittal letter.

Page 77 – The data is not allowed to reside offshore.

1. Please define “activity” and “offshore” and further outline what aspects of contract performance are required to be accomplished within the U.S.
2. Please confirm whether the bidder needs to acknowledge the specific requirements identified on pages 33 and 77 in addition to page 6 requirements in the transmittal letter in order to be considered compliant.

RESPONSE: Any person, office or support center that is routinely in contact with the Division to meet contract obligations. Companies residing in Canada are reviewed by the Department of Technology and Information on a case by case basis. This is not a restriction in programming or development.

QUESTION: With regard to providing a list of current service employees, certifications, numbers of years of experience and job descriptions:

1. Please confirm that this requirement relates to the performance of this contract only, and is intended to include the key team members assigned to this contract.
2. Please confirm that this requirement is not intended to include a named list of all call center agents.

RESPONSE: In response to No. 1, the answer is yes.

In response to No. 2, yes but just the call center agents that handle the State of Delaware account.

QUESTION: Please provide a list of the “standard State contractual provisions” referenced in this Section.

RESPONSE: Please refer to the Contract Terms and Conditions, Section V (D), page 25, all sections listed are State of Delaware standard contractual provisions.

QUESTION: With regard to a maximum of 2 sites and 2 reservations may be reserved with one transaction, please clarify how reservation is distinct/separate from reserving site.

RESPONSE: A customer may reserve 2 campsites for one date or 2 reservations for two separate dates for same campsite.

QUESTION: Please clarify the requirement whereby it permits up to 50 additional sites to act as “temporary” campgrounds or loops.

RESPONSE: Temporary campgrounds or loops are created for special events or weather related emergencies.

QUESTION: Please clarify what is meant by the term “search strings” and clarify the requirement whereby the vendor is required to have an inquiry mode to report the availability of the various types of camping sites, cabins, camping cabins, cottages, yurts, tickets, amenities and activities based on up to 10 search strings.

RESPONSE: Search strings allow you to search for a specific camper, amenity, date and/or park. An example of a search string is: “Cabin –kitchen –water”.

QUESTION: With regard to Addendum No. 4, No. 9, customer information: Customer number...Case Number, Please clarify what the “case number” refers to in the context of Customer information.

RESPONSE: The Case Number refers to a number assigned to a vendor’s customer service issue.

QUESTION: Please clarify the use of the phone line as a back-up in the event of a failure of the primary communication channel, or voice transmission or what intended use.

RESPONSE: Yes, the phone line is used for a backup in the event of a failure of the primary communication channel.

QUESTION: Please confirm that the No Proposal Reply Form should only be provided in the event that a proposal is not being submitted.

RESPONSE: Yes, this form should only be used if the vendor is not submitted a response to this Request for Proposal.

QUESTION: With regard to listing a State employee as a business reference, please confirm that this restriction is applicable only to Delaware State employees.

RESPONSE: Yes, this restriction is only applicable to Delaware State employees.

QUESTION: Please clarify if there is any Minority and Women Business Enterprise requirement tied to this solicitation.

RESPONSE: This type of application is only necessary if the vendor’s business is a minority or women owned business.

QUESTION: As to the Minimum Requirements and Addendum No. 3, please clarify if bidder’s response is complete if it includes response to IV (A&B) and Addendum No. 3 Detailed Requirements. Please explain what else is to be included in response.

RESPONSE: Yes, the minimum requirements would be met and nothing additional is to be included in the vendor’s response to the Request for Proposal.

QUESTION: With regard to the Parks Business Rules and Procedures in Addendum No. 1, please clarify what response bidders are to include related to this requirement.

RESPONSE: As a requirement of the contract, vendors are to incorporate all of the Parks Business Rules and Procedures into the reservation system.

QUESTION: Page 11 – Minimum Requirements/General Evaluation Requirements – Is there a specific structure for the Minimum and General Evaluation Requirements.

RESPONSE: No specific structure in the bidder’s response to this proposal is required, only a complete response in the order listed under IV.A.

QUESTION: Page 58 (No. 10) – Upgrades to Infrastructure

RESPONSE: The Division is seeking telecommunications upgrades due to most of field locations are remote in nature and in a harsh environment. Some of our field locations are near the beach area where there is salt water in the air and high winds.

The Division is also seeking from the awarded vendor computer hardware with the reservation system software built into the system.

QUESTION: How many computers per Park Office/Campground Office?

RESPONSE: The field has one computer per campground and park office that is devoted to the Central Reservation System. The other hardware in the park office is owned by the State of Delaware because other State Park business is conducted on those computers, i.e. sale of Annual Passes and Surf Fishing permits.

QUESTION: How many POS locations do Parks have?

RESPONSE: The Division has three (3) large nature stores and our park offices offer park merchandise, i.e. t-shirts, hats, water bottles, beverages, snacks. The Division anticipates that additional POS locations will be needed throughout our park system.

QUESTION: Are vendors permitted to make enhancements to the software if needed? (Ownership of the system)

RESPONSE: Our reservation fees pay for enhancements to the software. The vendor needs to submit a proposal to and receive approval from the Division prior to making any enhancements in the software or hardware. Parks owns the data and the company owns the software and provides tech support.

QUESTION: Who will provide the Cloud/Offsite Hosting for the Division?

RESPONSE: The vendor will provide this feature of the reservation system.

QUESTION: What type of connectivity does the Division have in your park system?

RESPONSE: The Division has Verizon 3G wireless connectivity in all of our parks, i.e., fee booths and campground offices.

QUESTION: Call Center and Park Staff – What are the responsibilities of the Call Center Staff and Park Staff in accepting camping reservations?

RESPONSE: The Call Center is provided by the vendor to accept calls for reservations, park staff accepts camping registrations.

QUESTION: Page 61 (No. 13a) – What inventory is this referring to?

RESPONSE: Addendum No. 1, Section A (6) – Inventory of Reservable Sites and Ticket Sales.

QUESTION: Page 61, No. 12 (v) – Provide a license that demonstrates ownership of the software that is appropriate for Division use.

RESPONSE: This is not applicable to the reservation system.

QUESTION: Subcontracting on the Central Reservation System – are they required to reside in the United States?

RESPONSE: Any person, office or support center that is routinely in contact with the Division to meet contract obligations. Companies residing in Canada are reviewed by the Department of Technology and Information on a case by case basis. This is not a restriction in programming or development.

QUESTION: Please provide any specific guidelines vendors should follow when preparing their responses to the Request for Proposal.

RESPONSE: Please be sure that your bid proposal and all attachments are legible and complete and that you have responded to all of the requirements defined in the Request for Proposal.

QUESTION: Excluding ticket sales associated with Fort Delaware State Park, are there other recreational activities and services that are a part of the current program? If so, could you please describe and provide data on historical transactions?

RESPONSE: No, the current system does not handle recreational activities and services. The Central Reservation System has been primarily used for reservations and ticket sales.

QUESTION: Section C-4-a Software Support - identification of the primary and backup field office locations for the software. In this section, are you asking for the hosting sites to be identified?

RESPONSE: Yes, please identify the primary and backup field office locations for the reservation system software.

QUESTION: Addendum No. 1, (c) – Phase 3, this addresses expansion of the reservation system to all parks. Please clarify the requirement. If Phases 1 and 2 cover all camping parks, Fort Delaware SP, and POS rollout, what aspect of the system is required to be implemented at the other parks?

RESPONSE: The reservation system hardware and software will need to be extended to the other parks, i.e. pavilions, nature programs, POS.

QUESTION: Addendum No. 3, (e) Reservation Service and Hours – Will the agency please provide historical call volumes for 2010 and 2011? Please provide monthly and daily breakdown, where available.

RESPONSE: Please see 2011 Call Center Call Volume Report. The 2010 Call Center Call Volume report is not available.

QUESTION: With regard to POS functionality being a DESIRABLE feature/option of the software, how many outlets and how many POS terminals per outlet will be required? Is the Zoo included in the number of multiple POS retail outlets?

RESPONSE: There are currently 10 outlets. The Division will require a one (1) POS terminal in all outlets except for Fort Delaware where we will require two (2) POS terminals. The Zoo is not included in the number of multiple POS retail outlets.

QUESTION: Addendum No. 3, No. 10, infrastructure improvements to any Division facility responsibility of agent, including wiring and cabling additions or upgrades. Can you provide more detail as to this possible improvement to the Division facilities?

RESPONSE: The minimum infrastructure improvement to any Division facility would be an upgrade to wireless 3G connectivity if not currently in place.

QUESTION: Addendum No. 3, No. 11(h), Remote workstations – Are you requesting the use of Toughbook computers for the remote sites?

RESPONSE: The Division does not require the use of Toughbook computers for our remote sites.

QUESTION: Addendum No. 3 Computer Hardware Specification and Location, (h) as it relates to Addendum No. 6 listing camping and non-camping parks:

1. Are vendors required to provide hardware and connectivity for every facility or only those participating in the CRS program?
2. Please provide the total number of computer workstations required.
3. Please provide the total number of internet connections that must be established.

4. How many of these workstations will require the POS module?
5. Will each POS location require a scanner, credit card swipe, receipt printer and cash drawer?
6. For Fort Delaware, how many workstations are required?
7. Will each location require a Boca (or compatible) ticket printer?
8. Will DNREC be responsible for providing ticket stock?

RESPONSE:

1. Vendors are only required to provide hardware and connectivity for those participating in the Central Reservation System program.
2. All outlets shall require one (1) workstation with exception to Fort Delaware which will require two (2) workstations.
3. The total number of internet connections that must be established is eleven (11).
4. All workstations that require an internet connection will require a POS module.
5. Yes, each POS location will require a scanner, credit card swipe, receipt printer and cash drawer.
6. Please see response to Number 2.
7. Fort Delaware will be the only location that will require a BOCA printer.
8. The Division will not be responsible for ticket stock.

QUESTION: Addendum No. 3, Software Specification, Design and Operation, (l), page 60 – The requirement references the mandatory data fields described in Addendum No. 3; should this be referencing Addendum No. 4?

RESPONSE: Yes, this should reference Addendum No. 4.

QUESTION: Addendum No. 3, Software Specification, Inventory Features, (a), page 61 – The requirement references the inventory categories described in Addendum No. 3; should this be referencing Addendum No. 4?

RESPONSE: No, this should reference Addendum No. 1 – Inventory of Reservable Sites and Ticket Sales.

QUESTION: Addendum No. 6, page 73 – high speed connectivity to be approved by the Division; what is the current connectivity?

RESPONSE: The current connectivity is a wireless 3G.

QUESTION: Addendum No. 6 – Fort Delaware State Park; how many terminals in ticket office and how many BOCA printers?

RESPONSE: Fort Delaware State Park will require two (2) terminals and two (2) BOCA printers.

QUESTION: Addendum No. 6 – Required Equipment; Are the amenities and activities sold from the Campground Office locations? What equipment will be shared?

RESPONSE: Amenities and activities are normally sold from the Park Office. The Division can share

the application but not the equipment.

QUESTION: Addendum No. 8 – Field office computer inventory; I anticipate the State using their current field office computer inventory. Will the State require the vendor to install new computers at offices without computers currently?

RESPONSE: If the park will be using the reservation system, the vendor should be prepared to provide the required equipment. Reservation system computer equipment is not currently owned by the State, it is owned by the current vendor.

QUESTION: Addendum No. 9 – Is an acknowledgement of compliance required for each element listed?

RESPONSE: No but the bid proposal submitted by the vendor must be acknowledged in order to be accepted by the Division.

QUESTION: What is the history of the reservation system?

RESPONSE: Prior to 2001, the campgrounds were on a first come first served basis. Yearly average revenue for the reservation system is \$2.3M. The Division has an expected growth of approximately 200+ sites pending completion of the Indian River Inlet Bridge construction at Delaware Seashore State Park. The Division anticipates the opening of this campground in 2014.

QUESTION: What is the breakdown of the connectivity per park?

RESPONSE: Connectivity breaks down to a minimum of 3G wireless per park.

QUESTION: What is the current number of POS locations?

RESPONSE: The Division currently has six (6) POS locations.

QUESTION: What is the historical revenue and sales of the reservation system currently in place?

RESPONSE: The reservation system has an annual average of \$2.3M in sales.

QUESTION: What is the capacity of the campgrounds during the season?

RESPONSE: There are currently 655 sites which include cottages, cabins and campsites.

QUESTION: What is the name of the processing company used for payment acceptance?

RESPONSE: The Division is currently converting to EPX (Electronic Payment Exchange) located at 1201 N. Market Street, Suite 701, Wilmington, DE 19801. Our contact at EPX is David Gibb, National Account Relationship Manager.

QUESTION: Can you please provide a copy of the signup sheet from the pre-bid meeting?

RESPONSE: Yes, the signup sheet is attached.